

Highlights

- ✓ Staffing in Administrative Services is realigned to reflect changing responsibilities associated with positions.
- ✓ The Central Inspection premium on building permits was reduced by 15 percent in late 2002 to comply with the ordinance requirement to maintain a three to four month reserve.
- ✓ Additional funds are included for Central Inspection to enforce the new Joint Nuisance Code.
- ✓ Funding is included to purchase hand-held units to allow Inspection personnel to spend more time in the field.

General Government exists to provide professional leadership and management for a healthy and economically satisfying environment for citizens.

Overview

General Government is comprised of Personnel, Property Management, Administrative Services and Central Inspection.

- Personnel recruits, hires, and trains employees for the City.
- Administrative Services supervises Municipal Court, the City Clerk's office and Central Inspection, Career Development, Neighborhood Assistance, Property Management Development Assistance, Internal Audit and Community Relations.
- Central Inspection enhances the public safety and welfare of the City through enforcement of City codes relating to building construction, housing maintenance, zoning, regulatory licensing, and neighborhood improvement services.
- Property Management engages in real estate transactions and manages property on behalf of the City.
- The Career Development Office is entirely grant funded and assists citizens in obtaining job training and job readiness skills.
- Assistance to citizens is provided by Neighborhood Assistants and Community Education Coordinators.

Finance and Operations

General Government is comprised of several divisions that provide valuable services to citizens.

Personnel maintains a merit system of employment, administers classification and compensation plans, and promulgates personnel policies and procedures. The administration of employee programs, bargaining unit negotiations and grievance investigations are coordinated through Personnel.

Oversight of the City payroll process is housed in Personnel, where an average 2,338 direct deposits and 917 paychecks are processed and distributed bi-weekly. Staff also maintains personnel transactions and records; directs equal employment/affirmative action programs; coordinates the employee action programs; and coordinates the employee training and development programs.

Personnel Service Levels				
	2000	2001	2002	2003
Grievances Submitted to ERO*	59	76	79	75
Grievances Resolved by ERO*	56	65	65	65
Grievances Submitted to Grievance Board	3	10	14	10
Percent of Grievance Resolved by ERO*	94.9%	85.5%	82.3%	86.7%
*Employee Relations Officer (ERO)				

An Employee Training Fund was established to provide funding for training and travel that will enhance the performance of City employees. Employee training is administered by Personnel to ensure that training requests pertain to job duties and enhance the employee's working knowledge.

Administrative Services is divided into several sections: Administration, Public Information, Internal Audit, Government Relations/Legislative Services, Marketing, Development Assistance, the City Clerk's Office and Neighborhood City Halls.

The Internal Auditor verifies compliance with policies and agreements, and monitors and reviews management practices, including financial transactions.

The Public Information Officer (PIO) is responsible for handling the flow of information both within and outside of the City organization. The PIO manages the broadcasting of City Council meetings, public service announcements and television commercials in support of many City programs. The Public Information Office also publishes the bi-monthly employee newsletter, "City Link."

A Marketing Services Director coordinates the City's unified marketing effort. The budget includes an annual appropriation of \$125,000 to support the marketing campaign of City services. Marketing campaigns that have recently received support from the funding include:

- Second Annual Aviation Festival
- Economic Development Marketing Campaign
- Summer of Discovery
- Regional Tourism Initiative
- Golf Wichita Promotion

In 2001, the City's marketing programs were honored with the prestigious President's award from City/County Communications and Marketing Association (3CMA), which was the first time in the City's history. This award was received because of the innovative marketing practice with demonstrated results in communicating to the citizens of Wichita.

On April 18, 2000, the City launched the "Greening of Wichita" program challenging the citizenry of Wichita to lend a hand in planting 100,000 trees. The City was able to secure \$50,000 from the Lattner Foundation to support the program. Funds will primarily be utilized for the purchase of trees to be planted. In April 2003, 2,500 complementary sapling trees were distributed within 3 hours to citizens at City Hall and two YMCA locations to assist in the goal of planting 100,000 trees. Overall, the program is on pace to plant 10,000 trees per year through 2009.

The Intergovernmental Relations (IGR)/Legislative Services office is the City's lobbying arm, representing the City in Topeka during the legislative session and throughout the year. IGR also communicates legislative and policy issues of importance to the federal legislative delegation.

The City Clerk's Office is responsible for acting as ex-officio clerk of the City Council, the Board of Bids and Contracts, Staff Screening and Selection Committee, and for preparing minutes of all meetings. Additionally, the City Clerk maintains the official files of the City, and provides access to City Council meeting agendas and minutes. All users of the City's electronic mail network have access to indexed minutes at all times, offering considerable time savings to employees who need to refer to Council actions as an integral part of their jobs. In addition, the City Clerk's office posts Council minutes on the Internet after every council meeting.

The final section of the Administrative Services Division is Neighborhood City Halls, which provides a direct, decentralized connection between the City organization and the citizens of Wichita.

Each Council District has a District Advisory Board (DAB) that provides feedback and input on City policies, programs and projects, and assists with issues ranging from the City Operating Budget to specific zoning cases impacting a neighborhood. The boards meet in the evening to provide citizens easy access to local government. Each District Advisory Board develops goals and special projects to directly serve the citizens in their district.



Currently four Neighborhood City Halls are open and house Community Police and Neighborhood Inspectors, along with recreation, health and library staff. The four locations are Atwater Community Center, Colvin Neighborhood Center, Evergreen Neighborhood Center and Aley/Stamley Community School Center. The Neighborhood City Hall concept affords area residents easier access to City services.

Central Inspection staff are dedicated to provide building, housing and zoning code enforcement services for developers, building contractors, homeowners and business owners. Primarily, the services are provided by certified building and housing inspectors.

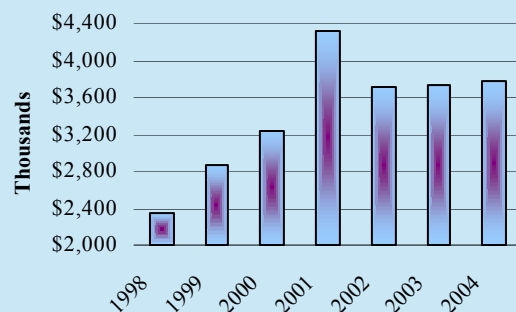
Central Inspection Service Levels

	2001	2002	2003	2004
Building permits	8,040	8,578	7,800	8,200
Building inspections	23,717	25,977	23,000	25,000
Trade permits	18,739	18,061	17,500	20,000
Trade inspections	57,521	59,753	54,000	57,000

Central Inspection Service Levels - Code Enforcement

	2001	2002	2003	2003
Housing inspections	21,535	22,051	23,000	24,000
Housing cases opened	1,663	1,678	1,300	1,750
Housing cases closed	1,267	1,322	1,350	1,450

Permit Revenue



Central Inspection also has oversight for the Development Assistance Center. In 1998 the center was established to provide a single point of contact for developers. The Development Assistance Center has been actively involved in annexation activities including coordinating a staff annexation team; providing development information for residents; and organizing and conducting meetings with affected citizens.

Building inspectors provide detailed inspections of new construction across the City. Housing inspectors respond directly to citizen requests and complaints and help protect the value of existing real estate, particularly properties located in more mature sections of the city. A Neighborhood Inspector is housed at each Neighborhood City Hall to enhance neighborhood-based services and code enforcement.

In addition to field inspection services, Central Inspection also reviews construction-building plans and supports the Development Assistance Center, a one-stop City coordinating unit for real-estate developers. Central Inspection is a self-sustaining fund supported entirely by user fees derived from building code permitting and enforcement activity. Approximately 73 percent of annual revenues are derived from the collection of permit fees on new residential and commercial construction in the City.

New construction is a highly cyclical industry. In order to protect the Central Inspection Fund from sharp downturns in the market, an operating cash reserve is maintained that is equal to three to four months of operating costs. This buffer allows quality inspection staff to be retained in periods of recession and provides the opportunity for hiring of additional staff during times of peak activity. Because building permit fees provide the bulk of revenues for operations, the fees have

a significant impact on fund balance. Periodic adjustments are made upward or downward based on construction activity and fund balance, and are generally discussed and jointly supported by Central Inspection staff and builders prior to Council approval.

Construction of large commercial projects was very strong in 2001 and 2002, and is expected to continue with the USD 259 bond projects and projected Wesley Hospital expansion. At the same time, the assessed valuation of single-family home construction is at record highs, despite reductions of local labor force. These two factors have resulted in strong revenues for the fund and resulted in a 15 percent reduction of the building permit premium in October 2002 to stay within the 3 to 4-month operating reserve limits.

The City is moving toward becoming more Internet and e-government focused. Central Inspection will be implementing several of its services online. These services would allow Citizens, contractors, property owners and businesses around-the-clock Internet capability to perform several functions.

Property Management is involved in transactions to buy and sell real estate on behalf of the City. Many transactions are related to CIP projects and the need for right-of-way or building locations. In addition, this office also manages City owned properties, focusing on properties that are revenue generating. Managed properties include the Victoria Park Apartments and the City Hall Parking Garage. The office is funded entirely by lease revenues. The Farm and Art Market in Old Town has been converted beginning in April 2003 and currently serves as the location for the new Museum of Ancient Treasures.

General Government Department Budget Summary

	2002	2003	2003	2004	2005
	Actual	Adopted	Revised	Adopted	Approved
Personal Services	6,062,021	6,379,610	6,081,890	6,405,520	6,604,900
Contractuals	2,235,714	2,494,050	2,254,280	2,201,180	2,201,180
Commodities	99,661	125,780	109,300	90,700	90,700
Capital Outlay	(1,100)	414,080	415,450	812,000	-
Other	607,219	877,270	338,110	241,780	228,180
Total Local Expenditures	9,003,515	10,290,790	9,199,030	9,751,180	9,124,960
General Fund	2,529,007	2,685,730	2,365,750	2,414,320	2,448,430
Property Management	1,282,851	1,831,270	1,701,800	2,047,460	1,247,390
Central Inspection Fund	5,191,657	5,773,790	5,131,480	5,289,400	5,429,140
Total Local Expenditures	9,003,515	10,290,790	9,199,030	9,751,180	9,124,960
Grant Resources					
Total full-time positions	113	113	111	109	109
Total part-time positions	3	2	1	0	0
Total FTE positions	114.5	114.25	111.75	109	109



CELEBRATING 100 YEARS OF FLIGHT



"Buzzsaw Bomber"

Artist: Andrew Smith
Where: Bradley Fair
2000 N. Rock Rd.
(21st St. & Rock Rd.)
Sponsor: Conco Construction
Benefits: Wichita Children's Home
and Heartspring

"Winged Liberty"

Artist: Todd Whipple
Where: Warren Old Town Plaza
353 N. Mead
(2nd St. & Rock Island)
Sponsor: Warren Theatres -
Bill Warren
Benefits: CityArts

